

### **Career Summary**

Achievement-oriented professional with many years of varied experience in financial report analysis, with an in-depth knowledge of banking laws and regulations. Excellent oral and written communication skills; problem-solver, accustomed to handling sensitive, confidential records. Strong interpersonal, organizational skills, and proficient user of technology.

### **Work Experience**

#### **Office of Thrift Supervision (OTS)**

1 South Wacker Drive, Suite 2000

1992 - 2002

Chicago, Illinois 60606

**Consumer Affairs Analyst:** Reviews, analyzes, and responds to all oral and written congressional, discrimination related, and general public consumer inquiries filed regarding over 300 regulated savings banks in a seven state region.

- Developed and maintained weekly summary report for senior management to track status of incoming and closed complaints, and to ensure compliance with deadlines.
- Completed approximately 95% of the 980 plus complaints filed in the year 2001.
- Implemented newly developed computer-based national consumer complaint system into the daily routine mid-year without significantly increasing the region's complaint resolution mandatory 30-day timeframe.
- Reduced input errors and increased accuracy of reports generated from new OTS national consumer complaint system by streamlining written procedures for referring correspondence to other OTS and regulatory offices.
- Reduced by 70% the number of misdirected complaints received from other federal and state regulatory agencies in the Central Region by co-founding a Consumer Affairs Interagency group that meets quarterly, which improved communication between regulators.
- Led department in cases resolved ratio for preceding three years. Received cash awards and outstanding performance ratings.
- Chosen as on-the-job instructor and mentor for co-analyst and compliance examiners working in consumer affairs, due to strong interpersonal skills and in-depth understanding of OTS policies and procedures relevant to the consumer affairs function.
- Actively participated in representing the OTS before the general public at job fairs, outside consumer organization events and other regulatory groups due to knowledge of OTS regulations and consumer protection laws.
- Conceived and assembled a consumer reference manual for OTS Central Region employees covering the phones during Y2K events, enabling staff to emit accurate information to the public.
- Actively participated in quality improvement activities as a facilitator, i.e. collateral duty EEO counselor, AFFECT committee member (employee relations), and liaison between state insurance regulators and the Central Region to disseminate information quickly.

**Federal Home Loan Bank of Chicago/OTS**  
111 East Wacker Drive, 8<sup>th</sup> Floor

1982 – 1992  
Chicago, Illinois 60601

**Statistical Reports Analyst:** Managed a caseload of 75-80 FHLB/OTS thrift institutions collecting, monitoring and analyzing financial data to ensure accuracy and complicity with applicable rules, federal regulations and laws.

- Assembled and verified the accuracy of the annual FHLB Thrift Directory issued to the thrift industry and other regulators.
- Produced monthly “Directory of Members” updates for the FHLB industry and inter-office staff to maintain the directory’s accuracy.
- Instructed three field examiners in 1991 to use the new OTS computer system to edit the Home Mortgage Disclosure Act (HMDA) data submitted by thrift financial institutions, which enabled the OTS to finish the required editing “first” among the other regions within the mandatory timeframes.
- Trained four new analysts in financial reporting analyst duties due to strong interpersonal skills and knowledge of industry condition reporting function.
- Consistently, completed analysis and review of financial reports before mandatory deadlines, enabling me to efficiently work on several tasks simultaneously.

#### **Education**

Harold Washington College  
Chicago, IL

1993 – Accounting II  
1987 – Accounting I

University of Illinois at Chicago  
Chicago, IL

1972-1973  
Criminal Justice

Heart of Mary High School  
Chicago, IL

Diploma 1972  
Salutatorian

#### **Other Qualifications**

##### **Relevant Training**

##### **Office of Thrift Supervision**

Compliance School I, Dallas, TX  
New Thrift Regulator School, Atlanta, GA  
Compliance School II, Dallas, TX  
Retail Lending School, Washington, DC

02/1993  
08/1994  
09/1995  
07/1997

##### **Other skills**

Microsoft Office Suite 2000